

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K01633210		10. Budget Program Number 23242	
2. Employee Name (leave blank if position vacant)				11. Present Class Title (if existing position) Human Services Assistant (HSA)	
3. Division West Region DCF				12. Proposed Class Title	
4. Section Prevention and Protection Services		For Use By Personnel Office	13. Allocation		
5. Unit Prevention and Protection Services			14. Effective Date		
6. Location (address where employee works) City Hutchinson County Reno			15. By		Approved
7. (circle appropriate time) <u>Full time</u> x <u>Perm.</u> <u>x</u> Inter. Part time Temp. %		Personnel Office	16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: 8 AM To: 5 PM			17. Audit Date: By: Date: By:		

Agency
Number

Position
Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

This position exists as part of a PPS service delivery team within DCF. This position may make some direct contact with the family at the request of the supervisor. Human Service Assistant (HSA) staff are responsible for timely and accurate computer data entry, paperwork and clerical work. This position will provide program support services for professional staff by assisting staff and customers in acquiring community and agency services, gathering and verifying program and customer information for program eligibility or referrals, and processing program payments. This position also provides coverage for front desk duties at the Service Center and also complete filing of PPS files according to policy.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Kelly Roepka Title: Social Work Supervisor Position Number

Who evaluates the work of an incumbent in this position?

Name: Kelly Roepka Title: Social Work Supervisor Position Number

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Independent judgment is required in determining methods used within policies and procedures in accomplishing mandated or assigned tasks. Work may be structured involving several steps to complete. Instructions are from manuals, Central Office memorandums, regional director communications, and oral or written directions from supervisor. Assignments are given with enough detail for adequate completion of task.

a) Employee is provided with specific assignments, but there is considerable latitude with regards to setting priorities and time management.

b) The staff member receives agency training and applicable manual/handbooks are provided.

c) Assignments are made by supervisor with case specific tasks established by the case plans.

d) Which statement best describes the result of error in action or decision of this employee.

() Minimal property damage, minor injury, minor disruption of the work flow.

(X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.

() Major program failure, major property loss, or serious injury of incapacitation.

() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	<p>All tasks are reviewed, documented and reviewed by the supervisor on a monthly basis. Additionally, tasks are documented via agency forms and monthly reports. Supervision reviews these items on a regular basis and supplies feedback via regular feedback sessions and evaluations. Success for those in this position is judged based on data submitted and information provided by the individual in this position, and also by internal and external partners' feedback in the form of written or oral communication.</p>
45% E	<p>1. <u>Program Support:</u></p> <p>Provides program support for PPS program by assisting professional staff in the coordination of services in order to facilitate the achievement of individual case assignments to professional staff. Makes telephone collateral contacts to obtain timely program related information, and completes various case management activities and maintains integrity of customer information to ensure that agency goals are met. High priority direct service includes transportation and supervision of customers. Accompanies social work staff for investigative interviews in special circumstances.</p> <p>Assists social work staff by assigning cases to individual professional staff. Assist social work staff by accessing mainframe systems. Completes initial KIDS screens to set up case, as requested. Gathers and disseminates information for staff. Sets appointments and sends out appointment letters for staff. Gathers necessary program information to be forwarded to DCF providers.</p> <p>Maintains data bases and spreadsheets as directed by professional staff for service or program evaluation. Gathers systems reports as requested. Provides coverage to assigns intakes in KIPS with oversight by Supervision. Complete client history checks.</p>
10% E	<p>2. <u>Customer Service:</u></p> <p>Provides a high level of customer service to customers to assist in the provision of efficient and effective agency services. Tasks may include, but are not limited to, assisting customers connection to community service resources, connect to language line and utilizing special communication equipment (TDD), obtain reasonable accommodations where appropriate, and acquire the necessary services they need.</p> <p>Facilitates communication between customers and professional staff by identifying purpose of phone and in-person contacts, making appropriate referrals to agency staff and/or community resources, and taking detailed telephone messages in order to ensure effective and timely communication. Partners with staff to meet customer needs. These tasks require that the employee maintain an excellent knowledge of program processes and community resources and assist customers even if it means working beyond regularly scheduled work hours.</p>
10% E	<p>3. <u>Payments:</u></p> <p>Assists with payments to include completion of the Client Service Agreement and related forms. Contacts providers and/or consumers in a timely manner to obtain information and signatures. Ensures that payments are routed to appropriate staff for processing.</p>
25% E	<p>4. <u>Administrative Support:</u></p> <p>Provides administrative and clerical support to the agency in order to relieve supervisor and professional staff of administrative details. Prepares file folders for new cases, organizes and maintains case files, and maintains case file rooms. Collects, prepares, and sends cases requested for State and Federal review and for out of county transfers. Sends and retrieves faxes for staff. May assist staff by composing letters and completing forms. Receives, date stamps, sorts, and distributes incoming mail. Envelopes not identified for a person or division are opened, date stamped, and distributed. Receives and prepares outgoing mail to meet mail schedule and may apply postage using an electronic postage meter. Makes appropriate written notification to</p>

collateral agencies to include KDHE, facilities, providers and QE coordinators.
Services as one of the office reception staff for the Service Center

10% E

5. Teamwork and Communication:

Serves as a supportive member of the Service Delivery team and exhibits characteristics of a team player by contributing in any way possible to the effective and efficient operation of the work unit. Communicates in a manner that is respectful and beneficial to the team both informally through day-to-day interaction and formally, through regular team meetings. Offers assistance to other team members whenever necessary and may serve on study groups or quality improvement teams in order to enhance processes, procedures and outcomes for consumers. Remains open to organizational change and assist others in overcoming their restiveness to such change.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

N/A

23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- (x) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- () Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to complete work as assigned could greatly disrupt work flow for other staff within the unit and also adversely affect the overall welfare and wellbeing of both internal and external customers. The issuance of customer benefits may be delayed resulting in hardship for the customer.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

The person involves daily contact by telephone or in person with both internal and external customers. The person explains agency programs, application process, and agency/customer responsibilities to customers and other interested persons. The person works directly with customers in assessing their needs even though the discussion may be sensitive in nature and the customer uncooperative or skeptical.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Employee may encounter hostile or upset individuals who may on occasion threaten or inflict physical harm. Prolonged daily use of a computer may cause some physical discomfort and eye strain. A high level of stress may exist in performing duties due to the need to meet deadlines and program or resource limitations that may increase work load.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computer, calculator, typewriter, telephone system, copy machine, fax are used on a daily basis. On occasion, individual may have to operate a State car or a TDD.

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High School Diploma or Equivalent.

Education or Training - Special or professional

License, certificates and registrations

Special knowledge, skills and abilities

Experience - Length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Any combination of training and work experience which demonstrates competence to perform the duties and responsibilities of this position.

29. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Use of ergonomic prevention tactics are encouraged including the use of appropriate chair and work surface height adjustment, keyboard height adjustment in relation to forearm, hand, leg, and torso posture. Employees are instructed to maintain environmental awareness during work hours to avoid or otherwise prevent unsafe situations and unsafe person contact.

To ensure the safety of employees and customers, staff are expected to display their ID badges when at the work site, and to comply with approved safety policies and procedures posted on the regional web page.

Signature of Employee _____ Date _____

Signature of Personnel Official _____ Date _____

Approved:

Signature of Supervisor _____ Date _____

Signature of Agency Head or
Appointing Authority _____ Date _____